

Covid-19/Coronavirus

Monday 23 March 2020



Our call centre is very busy - if your call is not relating to an emergency repair or other urgent matter please do not call. If you are having difficulty getting through about a non-urgent matter, you can email us on enquiry@edenha.org.uk.

In light of the pandemic we are taking the following action to help limit virus spread, look after our most vulnerable customers and keep delivering our most important services. Updates will be provided on our website and Facebook page – please keep checking back. These measures currently apply to 31 March but are likely to be extended.

We are only booking repairs for

- ✓ Emergencies
- ✓ Health & Safety

Our staff and contractors will ask you if you have been diagnosed or are in isolation/quarantine for Covid-19/Coronavirus and we will only attend to absolute *risk to life* emergencies if that is the case. If we have to come in your home whilst you are ill or in isolation because you may have had contact with the virus you must:

- Ensure there is a clear path to the area where the repair is necessary
- Made sure the area they need to work is clear from mess and has been cleaned with disinfectant recently
- Remain at least 2 meters/6 feet away from contractors – ideally stay in a different room

Our **office is closed**, but our staff continue to work and can be contacted by phone 01768 861400.

Our **Benefits Advice Service** run by the Law Centre will be delivered over the phone rather than in person - call us on **01768 861400** if you need their support.

The **Homelessness and Housing Advice Service** remains open but most work and support will be delivered over the phone rather than in person – please call **01768 861499** if you need their support.

Our **assisted living and extra-care schemes** remain closed to all visitors other than to family and those delivering vital repairs services or health/care services.

If you are unable to get through on the phone about anything that is not an emergency repair – please email us on enquiry@edenha.org.uk